

Business Systems Office (DB)

Provides systems, tools, and processes that support the management of the financial, human, facility, and equipment resources of the Engineering and Technical Services Directorate. Develops and implements state-of-the-art tools and approaches to ensure consistent and cost-effective management of these resources. Provides analytical support to assist directorate managers in making more informed resource investment and utilization decisions. Manages, coordinates, and integrates directorate business and financial resources.

Provides coordination of primary points-of-contact for directorate research customers for planning and scheduling test projects and activities to ensure that customer requirements are satisfied. Manages marketing processes. Coordinates directorate project management and educational outreach initiatives.

Provides and monitors directorate contract management policy and processes to ensure efficient, cost-effective, and consistent utilization of contracts to accomplish directorate responsibilities. Develops and monitors performance metrics for directorate and contractors to ensure customer satisfaction and effective utilization of resources.

